Verify patient demographics and prevent fraud

Authenticating patient demographics is critical to ensure that data collected by healthcare laboratories is accurate and won’t negatively impact the entire revenue cycle downstream.

Patient Identity Verification (PIV) uses the industry’s most expansive, dependable and regulated data sources to provide healthcare entities the latest patient contact information. With seamless, bi-directional system integration, healthcare laboratories can receive the most up-to-date and accurate data directly in their systems and can be alerted about discrepancies.

With patients changing addresses and phone numbers more frequently, it’s important that laboratories have consistent access to the most up-to-date patient contact information. Reduce your unable-to-contact rates by integrating Patient Identification Verification into your existing systems and workflow.

Benefits

- Minimize unable-to-contact (UTC) rates: More accurate data will help reduce returned mail and phone calls to incorrect phone numbers
- Prevent fraud: Protect your revenue stream and reputation by identifying potential cases of identity theft
- Improve operational efficiency & productivity: Eliminate the need for staff to manually search for updated demographic information from multiple sources and manually enter updates

How it works

Laboratories submit their member file to PIV’s intelligent algorithms utilizing Experian Health’s proprietary demographic database to validate data accuracy and update information where variances have been identified, e.g., phone number, county, and red flag warnings.

PIV will analyze and return available information, including, patient’s name, address, date of birth, and Social Security number.

**The power of data accuracy is at your fingertips**

PIV queries a continuously updated demographic database, which is unmatched in the industry and is based on decades of experience. Updated demographic variances can be automatically uploaded into the laboratory’s host system. The automated process reduces manual efforts associated with researching inaccurate information and updating records.

All addresses are cross-referenced against United States Postal Service® standards to ensure the address is valid and is properly formatted to USPS standards, including the addition of the ZIP+4. Laboratories can receive customizable alerts for dealing with discrepancies and potential cases of identity theft.

With patients changing addresses and health plans more frequently, it’s important that healthcare laboratories have consistent access to the most up-to-date patient contact information.